

Dear pilot,

The main objective of this document is to outline important guidelines and responsibilities for pilots operating flights posted on the Marco Air platform, with the ultimate goal of ensuring the safety of all passengers on board.

Flight manuals and POH are always the master documents.

We would like to update this document after every pilot meeting.

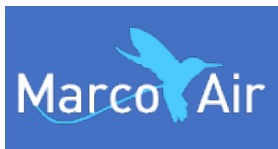
Please do not hesitate to contact the chief pilot for any further questions or clarifications.

Any changes made to this document will be clearly marked in yellow for ease of identification.



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0 Abbreviations

GA	General Aviation
PIC	Pilot in Command
POH	Pilot's Operating Handbook

1 Pilot is the only decision maker on the aircraft and responsible for safety

As the pilot in command (PIC), you are solely responsible for making all decisions related to the flight and the safety of everyone on board. If you feel uncomfortable or unsafe, it is your responsibility to reschedule or cancel the flight. If this happens, passengers have the option to receive a full refund for the cancelled flight or to reschedule their flight.

2 Ensure that the passengers are updated about the weather conditions for the flight

It's important to keep passengers updated on any changes to the flight schedule, particularly due to weather conditions. Bad weather can cause incidents and accidents in non-commercial General Aviation flights, so the PIC should update the passenger about the weather forecast the day before the flight. Passenger expectations should never prevent the PIC from cancelling or rescheduling the flight if necessary.

3 Pilot may refuse a passenger without providing a reason.

As the PIC, you have the authority to refuse any passenger for operational or safety reasons without providing justification.

4 Rules for cost-sharing in cost-shared flights

On cost-shared flights, it is essential to share only the direct costs of the flight, such as rental fees for the aircraft, fuel, and airport charges. Sharing any costs beyond these expenses is prohibited and could jeopardize your pilot license.

5 Pilot is required to ensure that they have all the licenses necessary for the specific flight

Make sure to carry all necessary documents with you on the day of the flight.

6 Pilot informs passengers about a change in the assigned aircraft type.

When a flight is posted on Marco Air, the specific aircraft assigned to the flight is indicated. If there is a change in aircraft type, it is necessary to inform the customer as soon as possible.

7 The aircraft used must have insurance coverage for everyone onboard

The aircraft being used must have insurance coverage for all passengers on board. While the operator of the aircraft is responsible for ensuring coverage, you may be asked to provide proof of insurance at any time.

8 Pilot is obliged to maintain a friendly approach towards passengers.

The pilot is obliged to maintain a friendly approach towards passengers, so that passengers feel welcomed and comfortable. Maintaining open communication with your passengers will help alleviate any uncertainty or concerns they may have.

9 Pilot is obliged to behave responsibly.

The pilot is obliged to behave responsibly, limit unnecessary maneuvers with the aircraft, and adopt a smooth and gentle flying style to make passengers feel comfortable and at ease.

10 Pilot is required to tolerate minor delays from passengers

Pilots are expected to be understanding of minor delays by passengers (up to approximately 30 minutes) and provide clear instructions on how to get to the airport if needed. Advise passengers to arrive early to avoid delays.

11 Pilot is obliged to provide safety instructions.

Pilot is obliged to provide safety instructions regarding the use of safety equipment on board the aircraft, such as seat belts, fire extinguishers, and emergency exits. Inform passengers that there are no toilets available on board.

12 Pilot is required to follow checklists and procedures.

As the aircraft commander, it is your responsibility to adhere to checklists and procedures on every flight.

13 Instruments and control levers of the aircraft

Pilot is required to maintain control of the aircraft throughout the flight. It is essential that the aircraft's controls, such as the rudder and pedals, remain unobstructed at all times. Pilot is obligated to take necessary measures to prevent passengers from touching or interfering with the aircraft's controls.

14 It is the duty of the pilot to be prepared for unexpected situations and emergency procedures.

It is the duty of the pilot to be prepared for unexpected situations and emergency procedures. The pilot must be trained and ready to handle various situations that may arise during the flight, including emergency situations. They must have the knowledge and skills necessary to control the aircraft in critical situations and be able to make the right decisions and act in the interest of the safety of the crew and passengers.

15 Pilot is obligated to prevent fatigue.

Take into account rest and the number of flights in one day. Consider the number of flights or hours flown in one day with regard to sufficient rest, thereby preventing possible fatigue.